

**TOWN OF NANTUCKET
JOB DESCRIPTION**

DEPARTMENT: HUMAN SERVICES

POSITION: COORDINATOR

COMPENSATION LEVEL: SALARY SCHEDULE/LABORERS UNION
S-A

EFFECTIVE DATE: SEPTEMBER, 1998

DEFINITION

Coordinates human service activities and promotes public awareness of available human services, resources and issues on the island. Facilitates communication between human service agencies, providers and the community-at-large. Provides the Council for Human Services with advice and information relating to the promotion, on-going review and evaluation of available services and identification of community needs,

SUPERVISION

Works under the administrative direction of the Town Administrator, and under the policy direction of the Council for Human Services. Performs varied and responsible professional functions requiring substantial initiative and judgment in coordinating and designing service programs, managing departmental finances, overseeing professional services contracts between the town and the various human service agencies. Supervises one part-time employee.

JOB ENVIRONMENT

Work is performed under typical office conditions; the noise level in the work environment is usually quiet; meetings which the Coordinator is required to attend may often occur beyond the normal eight-hour work day. Operates computer and standard office equipment. Makes regular contact requiring excellent customer service skills with the general public, the media, other town departments, state agencies, and the various human service agencies and health care providers. Errors could result in delay, confusion, legal repercussions, and cause adverse public relations. Requires sensitivity in difficult situations.

ESSENTIAL DUTIES/RESPONSIBILITIES/FUNCTIONS

The essential functions listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Meets on a regular schedule basis with the Council to continually identify priorities in community needs, and implement courses of action with clearly identified methodology and delineated time lines.
- Assists identified local human services organizations in researching information required to address needs/issues under their jurisdiction; and, in planning and administering programs and addressing identified needs, as requested. Acts as "community liaison" for health and human services. Acts as a resource for town employees to access health and human services as needed.

- Monitors use of local funds for the Human Services Grant Review Committee as follows: develops contractual agreements with health and human service providers and monitors the scope of services for compliance; provides administrative assistance and information as required by the human Services Grant Review Committee, the purpose of which is to determine human service funding priorities; annually reviews all local health and human service provider requests for Town funding, and communicates grant recommendations to the Board of Selectmen and Finance Committee.
- Promotes and takes action to encourage close collaboration between all local providers of human services by enlisting their assistance and input to identify roles, promote public education, eliminate duplications, and initiate additional opportunities as needed.
- Attends community organization and human service agency meetings as appropriate. Attends monthly Local Officials Human Services Council (LOHSC) meetings of-island.
- Maintains regular contact with cities and towns which handle similar issues as Nantucket. Prepares and submits routine columns and other submissions to appropriate media vehicles.
- Implements and maintains a “clearing house” for information about available human services on and off-island and funding opportunities related to health and human services. Maintains current catalogue of all existing Nantucket human service organizations, including specific functions and methods of operation. Publishes, distributes and annually updates the HELPLINE Human Services Directory.
- Provides direct service, case management, assistance with accessing local human services, advocacy and/or appropriate referrals as need dictates. Oversees and monitors Fuel Assistance Program, municipal Employee Assistance Program (EAP) and other programs as directed by the CHS or Town Administrator. Works with the Commission on Disability to investigate ADA compliance funding opportunities. Acts as a resource for employees and others who may require assistance locating affordable or low-income housing.
- Researches and advocates for federal, state and local funds. Identifies federal and state funds located to the “Cape and Islands,” and makes every effort to ensure that Nantucket receives an appropriate allotment of said funds. Performs fundraising efforts for private and public funds for specific projects, as directed by the Council. Utilizes consultants and/or grant writers as needed.
- Develops and oversees the coordination of all administrative functions for the Council, including but not limited to budget preparation and monitoring, payment of invoices, purchasing, supervision of personnel, records maintenance, correspondence. Serves on various committees as CHS representative, as directed by CHS or Town Administrator.
- Performs client evaluations and alternate resource review to determine eligibility for assistance from the Friends of the Council for Human Services.

- Provides written progress reports to the Council for Human Services and to the Town Administrator as requested.
- Performs other related duties as may be assigned or required.

DESIRED QUALIFICATIONS

Education and Training: M.S. or M.A. degree in social services or related field; or bachelor's degree and five years of related and administrative experience in municipal government and/or human services administration necessary.

Knowledge, Ability and Skills:

Knowledge. Knowledge of the Nantucket community and an understanding of the intricacies of human service organizations and issues is highly desired. Knowledge of general office practices and procedures necessary.

Ability. Must have ability to deal appropriately, tactfully and cooperatively with the public, town officials and employees, health and human service providers and others, both in writing and verbally. Must have ability to communicate clearly both in writing and verbally. Must have ability to operate general office equipment, including but not limited to computer, telephone, copy machine, facsimile machine. Must have ability to supervise subordinate personnel efficiently and effectively.

Skills. Excellent written and verbal communication skills necessary. Must have skills to coordinate human service needs and agencies as directed. Program development skills very useful.

PHYSICAL REQUIREMENTS

Standing, sitting, waking, lifting and/or driving may be frequent during the work day. Must be able to traverse varied topographical terrain to conduct various inspections. Must have sufficient manual dexterity and physical flexibility to bend and reach to complete basic office tasks and maneuver blueprints and other plans. Lifting and carrying objects of varying weights may be frequent. Must have sufficient manual dexterity to perform duties associated with, but not limited to collecting water samples, using a thermometer, tape measure and performing other tests related to the duties of the Health Department.

NOTE: This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.

Appointment to the position is contingent upon passing a pre-employment physical examination.